



Commission & Council Quarterly Report

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Administrative Report

First Quarter October 1- December 31, 2015

I. EXECUTIVE DIRECTOR

As I write this report, I have officially served as the Executive Director of IPAS for three months. It has been a roller coaster ride – both thrilling and scary at times, but I want to keep riding!

My very first official business was to attend the NDRN CEO Meeting in Seattle, Washington in October. This meeting gave me an opportunity to meet other P&A directors from across the country, learn about what P&A is all about, and start me in the right direction in my leadership role. It also gave me a chance to recoup from receiving the letter from AIDD on my second day on the job stating Indiana was on High Risk Status for PADD funding. Getting to discuss this with others that have experienced similar circumstances and learning about technical assistance opportunities that will allow me to guide IPAS back on the right track was priceless.

I knew that change was needed at IPAS, but I also know that it is important to include everyone in the process. So I began an assessment of the current state of IPAS. I used a variety of tools to get the best picture possible including: staff surveys, SWOT (Strengths, Weaknesses, Opportunities, and Threats) analysis, discussions with partners and staff, and personal experience-based observation. As a result, a strategic framework and internal strategic plan for executive staff have been drafted.

Strategic Plan Activity Report

- **Priority: Operational Excellence**
 - *Put people in the right place, organizationally*

It was clear that personnel were not in the right places and a re-organization was needed. Working with our HR representative, Melissa Keyes is now over all of legal and advocacy. She received a promotional raise for taking on the additional responsibility and is working toward building a more cohesive approach to case management. This structure also makes it clear that an attorney has primary oversight over all of advocacy – a critical point that raised concerns in the NDRN review (Issue #38).

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In addition, staff attorney David Smith was promoted to a supervisory role and we were successful in adding one additional attorney to the roster. Having promotional levels in place is a starting place toward building a succession plan for IPAS, a recommendation added by the subcommittee as Issue #62. I was also successful in upgrading two positions to the Executive Broad Band (EXBB) level and hiring a CFO for one of those positions.

- **Priority: Statewide Leadership & Service Delivery**
 - *Increase agency awareness*

A theme that kept repeating in my research of IPAS was one of awareness – or rather, lack of awareness in Indiana. For those who know about IPAS and have used our services, we are an important resource that many rely upon for advocacy. However, I heard over and over that people don't know about IPAS. As the only resource in Indiana for persons with disabilities to receive legally-based advocacy – I believe it is a disservice to Hoosiers that could use our services for IPAS to be considered the “best kept secret” in the State. Therefore, I would like to use the second Executive Broad Band level position to hire a Director of Communications to address this issue and turn IPAS around as a known entity that makes a difference for people with disabilities in Indiana. This would also get IPAS on the right track in following through on related NDRN recommendation issue numbers 6, 20 and 46.

Staffing Updates

- Advocacy Specialist – Margo “Nicky” Pinson started on January 12
- Staff Attorney – Emily Munson – started January 26
- Administrative Assistant – Diane Morris – “officially” started on January 26
- Chief Financial Officer – Derek Deuth – starts on February 9

IPAS is currently fully staffed, with the exception of the pending EXBB position for a Director of Communications. One advocate is on long-term disability and we are seeking approval from SPD to go forward with hiring an advocate to fill that position. This position is responsible for the Northwest section of Indiana and without better coverage in that region, IPAS potentially may have to turn down cases in that part of the State.

The Governor announced that raises would be issued in 2015 based on employee performance during the 2014 work year. Personnel who meet expectations will receive a 2% raise, anyone exceeding will receive a 4% raise, and those not meeting expectations will not receive a pay increase. Promotional raises were also approved for Melissa Keyes for taking on additional responsibilities and David Smith for his promotion to a supervisory position.

Staff Recognition

At the monthly staff meeting in December, the peer recognition award named after former advocate Terry Whiteman was presented to Tina Frayer, Advocacy Specialist. Tina's supervisor spoke to her dedication to the job and her compassion for serving clients. Tina is a favorite among the advocates and attorneys and is always willing to go the extra mile to serve clients.

Although Executive Staff are exempt from the vote for this award, David Boes received several votes for his leadership due to his service as the Interim Executive Director. I had to agree that David

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deserved recognition as he has been instrumental in my success to date at IPAS. As a result, I established the first IPAS Leadership Award and presented it to David at the staff meeting.

I also established a monthly award for employees called the Super Star Award. This is special recognition at a staff meeting, a certificate, and a spot bonus. This will be an opportunity for managers to nominate staff who go above and beyond. The January award went to Accountant Doris Thompson-Wilson for her exemplary attitude on the job and her patience and determination in filling in the gaps with the recent retirement of Judy Wade and the start of the CFO in February.

Recent News in IPAS Advocacy: Golden Living - North Willow

On January 8, I attended a meeting at the request of Nicole Norvell of FSSA. The meeting included Nicole, Dawn Downer – FSSA, Kim Rhoades - ISDH, John Dickerson of ARC, and an executive from Golden Living. I learned that Golden Living would be transitioning the North Willow facility from an Intermediate Care Facility for persons with Intellectual Disability (ICF/ID) to a skilled nursing facility. This is the last large ICF/ID in Indiana necessitating relocation of residents to different facilities.

With a census of 121 clients with developmental disabilities, IPAS staff immediately went to work planning a strategy for reaching the clients and guardians. Three advocates, a staff attorney, and Melissa Keyes spent 10 hours at the facility on the day of the announcement and met their goal of specifically targeting meetings with clients that did not have guardians. As of January 26, IPAS has signed agreements from 38 North Willow residents for IPAS representation. This is an excellent example of collaboration and of staff being proactive in reaching our target population. Over the coming weeks, our advocates will provide needed support in ensuring rights are protected and that clients are transitioned to an appropriate alternative living arrangement of their choice.

II. STATISTICS (Agency Wide)

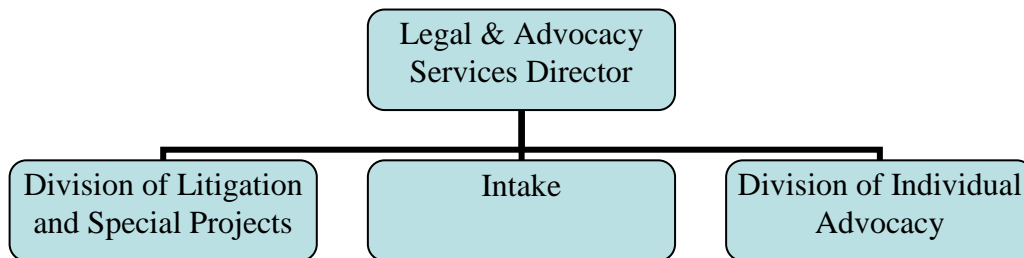
	1st Quarter
Informational Inquiries	446
Cases Carried over from Previous time period	182
New Cases Opened	108
Total Clients Served	290
Total Number of Individuals Served	736
Cases Closed at End of time period	86
Cases on Hand at End of time period	204
Visitors to IPAS Website	16,732
Total Number of Publications Distributed	7,609
Total number of General Public Information Events (booths)	10
Number of Individuals attending	92,829
Education/Training Activities	35
Total Number of Individuals Trained	623

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III. LEGAL (Agency Wide)

Structure of Legal & Advocacy Services

Reorganization of the agency gave the IPAS Legal Director the opportunity to restructure the legal and advocacy services staff to better address the issues that IPAS handles. She shifted the legal and advocacy services into three divisions: Division of Litigation and Special Projects (which will focus on systemic issues, litigation efforts, and other large-scale projects), Intake, and the Division of Individual Advocacy (which will continue to provide individual attorney, and non-attorney advocacy services). The divisions will work in coordination but will allow for greater depth and expertise of the staff as well as provide mechanisms for upward movement. The Division of Individual Advocacy is chaired by David Smith (supervising the attorneys), Amy Penrod and Cathy Wingard (supervising the advocates). Tom Crishon chairs the Division of Litigation and Special Projects. Our intake staff, Dan Ward, and Debbie Dulla, will be supervised directly by the Legal Director.



Partnerships and Community Engagement

An emerging theme for the first quarter of 2015 was creating partnerships. During this quarter, the Legal Director focused on establishing IPAS as a partner with legal providers. To this end, she met with Fran Quigley, who oversees the Human Rights Clinic at IU McKinney School of Law to establish a working relationship whereby IPAS could serve as a clinic site for law students interested in disability rights issues. Previously, she began establishing relationships with the local and state bar associations on behalf of IPAS. IPAS is now included as a referral source for people with disabilities who call in to the bar association lawyer referral hotline.

The Legal Director also opened a dialogue with Indiana Legal Services, a not-for-profit agency statewide that provides legal services for low income Hoosiers. This exciting new partnership has already born fruit that is benefiting IPAS. In addition to establishing a collaborative working relationship, the Litigation Director for ILS and IPAS's Legal Director are starting an initiative to establish a Civil Rights/Public Service Section of the local bar association. The section would serve as a resource for public interest lawyers and be able to offer CLEs in the area of public interest and civil rights. The ILS Litigation Director also supported IPAS attorneys to be invited to sit on the Public Benefits and Housing Roundtable Discussion Groups. This gives IPAS attorneys access to other practitioners in these areas for purposes of sharing ideas and resources.

Finally, the Legal Director met with Prosecutor Curry and his staff about issues regarding individuals with intellectual disability/developmental disability in the criminal justice system. That meeting prompted IPAS's inclusion on the newly formed Marion County Re-Entry Coalition. The coalition involves community organizations, advocacy and legal services, service providers, and other stakeholders in improving re-entry to the community by those being released from prison or jail. At the first meeting the Legal Director attended, she was able to advocate that the group also address

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issues of transition for people with disabilities from prison to the community. That discussion prompted a new partnership with the director of the City of Indianapolis's Homelessness projects, revealing many opportunities for IPAS to provide legal or advocacy services to individuals with disabilities who are homeless or at risk for becoming homeless.

IV. PRIORITIES AND OBJECTIVES

Priority 1: To assure the provision of high quality advocacy services.

Objectives:

101 Maintain or exceed 85% affirmative ratings of all responses on all assessed parameters of the Information and Referral Customer Satisfaction Survey.

During the quarter, 59 (20%) recipients of IPAS's Information and Referral Services were included in the survey. Of those who responded, all indicated that they found IPAS information useful and all of the respondents indicated they would call IPAS back.

102 Maintain or exceed 89% affirmative ratings of all responses on all assessed parameters of the mailed Customer Satisfaction Survey for closed cases.

For the quarter, 12 closed case surveys were returned. Of those responding, 64% indicated that IPAS staff did what was promised, 73% reported that IPAS staff were responsive in contacts, and 82% would seek assistance from IPAS again in the future. Thus, for the quarter, IPAS' aggregate rating was 73% affirmative.

Priority 2: Outreach to the public and to individuals with disabilities, concerning disability rights issues, IPAS services, and successes.

Objectives:

202 Develop and disseminate information regarding disability rights.

During the quarter, IPAS was featured at ten public events reaching approximately 92,829 individuals. Additionally IPAS provided 35 educational and training programs reaching approximately 623 individuals. There was a radio show appearance, pod cast interview and two webcasts training programs.

203 Continue development of web-based resources to empower individuals and families.

During the first quarter, the IPAS website had 10,337 visitors and 16,732 page views. IPAS' Facebook page increased by 30 likes to 329. The IPAS E-newsletter's distribution list has 472 emails. Additionally IPAS has 109 Twitter followers

For October 1st to December 31st, 2014 (compared to prior quarter July 1st to September 30th, 2014), the Indiana Protection and Advocacy Services website had an increase of 7% in visitors. The site had a 6% increase to 106 visitors per day of which new visitors increased as well by 2%. On average, visitors stayed on the site for 5 minutes and 48 seconds per visit (up 1%) and viewed 1.61 pages

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(down 6%) in that time, there was a 3 % drop in the number of visitors who viewed only one page and then left the site.

While most visitors are directed to the IPAS website from Google, some visitors came from other service providers, of interest visitors were also directed from:

36 from Face book
31 from IDOE
29 from NDRN
23 ARC of Indiana
9 from IN*Source
0 from Autism Society of Indiana
0 from NAMI of Indiana
0 from MHA of Indiana

204 Monitor all proposed federal and state legislative initiatives that potentially affects the rights of individuals with disabilities and the protection and advocacy system.

A staff member has been assigned to monitor federal, state, and local legislative initiatives for laws, regulations, and rules. IPAS Legal Director drafted public comments on the proposed Home and Community Based Services Transition Plan posted by the state. Other updates on legislative comments are included throughout the report as appropriate.

Priority 3: Outreach to minority and underserved individuals with disabilities, concerning disability rights issues, IPAS services and successes.

Objectives:

301 Implement one project targeted to outreach to underserved individuals with disabilities, concerning disability rights issues, IPAS services and successes.

IPAS continued to target selected nursing homes and residential settings of Community Mental Health Centers (CMHC) with training focused on educating residents on the definition of abuse and neglect, resident and voting rights as well as informing them of the facility's grievance process.

302 Implement two projects targeted to outreach to minority populations with disabilities, concerning disability rights issues, IPAS services and successes.

During the 1st quarter, there were no specific activities directed to a minority population.

Priority 4: Provide the public with opportunities to make comments and suggestions concerning agency priorities and objectives.

Objectives:

401 Solicit input through the continued development of web-based resources to allow multiple means of submitting comments.

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Once the proposed 2016 Priorities and Objectives are developed they will be posted on the IPAS website with a call for comments and suggestions.

402 Publish and disseminate an annual IMPACT Newsletter and invite readers to submit comments.

Currently the usefulness and cost effectiveness of a paper version of an annual IMPACT Newsletter is being reconsidered.

403 Provide opportunity for members of the public to comment about priorities and objectives during an annual public meeting.

An opportunity for the public to comment will occur during the August Commission meeting.

404 Gather input as to critical disability rights barriers.

The results from the final year of the survey should be completed next quarter, at which time the results will be provided to the Commission and MIAC prior to the May meetings. The contract with the Indiana Institute on Disability and Community (IIDC) will expire February 28, 2015. Any new contract for this service will need to go through the complete formal bid process.

Priority 5: Maintain a pool of qualified and diverse individuals who are eligible for appointment to the Commission and the Mental Illness Advisory Council.

Objectives:

502 Consistently maintain a pool of at least five qualified persons who have completed the prerequisite actions and are eligible for Commission appointment.

There are five eligible candidates for the Commission. An email is sent each quarter before the Commission meeting to eligible candidates to remind them of upcoming meetings and to invite them to attend. A copy of the quarterly report is included. Application packets continue to be sent to interested individuals.

Outreach efforts continued at events, in the IPAS monthly E-Newsletter, on Facebook, and Twitter, etc. to recruit interested candidates.

503 Consistently maintain a pool of at least five qualified persons who have completed the prerequisite actions and are eligible for MIAC appointment.

At the conclusion of the quarter there were three eligible candidates for the MIAC. There are three more potential candidates that have completed the questionnaire and plan on attending the MIAC meeting in February. Emails are sent each quarter before the MIAC meeting to eligible candidates to remind them of upcoming meetings. A copy of the quarterly report is included.

Outreach efforts continue at events, in the IPAS monthly E-Newsletter, on Facebook, and Twitter, etc. to recruit interested candidates.

Administrative Report End

**Protection and Advocacy for Individuals with Developmental
Disabilities, PADD**

Amy Penrod, Program Coordinator

I. STATISTICS

Informational Inquiries	95
Cases Carried over from Previous Quarter	57
New Cases Opened	29
Total Clients Served	86
Total Number of Individuals Served	181
Cases Closed at End of Quarter	26
Cases on Hand at End of Quarter	60

II. REPRESENTATIVE CASE

“Charlie” is a 35-year-old man residing in a Medicaid Waiver home. Charlie had a behavior episode that resulted in his arrest. Charlie was transported to the county jail where the intake staff failed to obtain information regarding guardianship. They also did not seek or receive information from his provider until one day after the arrest; therefore, the jail essentially obtained no information about Charlie’s medications or conditions. It took approximately one to two days for the appropriate information to be received and processed. During that time Charlie was without his medications and further refused to take his medication for an additional one to two days thereafter. Charlie’s condition subsequently deteriorated to the point that he was catatonic and had to be transported via wheelchair to the hospital, where he remained for seven days to stabilize his condition. IPAS determined that the jail’s neglect largely contributed to Charlie’s deterioration. IPAS reviewed the jail and jail medical provider’s policies, determining the policies lacked the requirement for the staff to pursue information at intake regarding guardianship, commitment proceedings and medical, mental health and other identified diagnosed needs of incoming inmates. IPAS was able to substantiate neglect because the existing policy regarding medication administration was not followed. Systemic outcomes were achieved through the creation and implementation of more aggressive policies defining the collection of medical and other information at intake.

III. LEGAL

Administrative Review of Waiver Services: IPAS has been assisting a client with a second administrative review process of a decision related to the proposed reduction of Medicaid waiver funding/services in a subsequent budget year. The initial budget dispute with the Division of Disability and Rehabilitation Services (DDRS) was discontinued at the request of the client’s guardian. The budget for the client’s services in the current year was issued with the same significant cuts as before and was calculated consistent with the budget allowances under the algorithm policies adopted by DDRS. The algorithm policies make no allowance for the individual needs of the applicant/consumer and are insufficient to provide for the client’s needs in this case. IPAS assisted the client’s guardian at the administrative hearing at which the Administrative Law Judge (ALJ) ruled against the client, citing the budget to be in compliance with established policy. IPAS assisted the client’s guardian in filing for agency review, where the agency upheld the ALJ’s decision upholding the budget. IPAS has assisted the client’s guardian in filing for judicial review of both the ALJ and agency decisions. DDRS has since agreed to increase the client’s budget to a level that is acceptable to the client’s mother/guardian. She has been granted the higher budget amount for two budget cycles. IPAS and client’s mother agreed that dismissing the case is appropriate. Should DDRS decide to decrease future budgets, IPAS could appeal those decisions.

Protection and Advocacy for Individuals with Developmental Disabilities, PADD

Amy Penrod, Program Coordinator

Indiana Civil Rights Commission Complaint: IPAS assisted a client in filing a complaint with the Indiana Civil Rights Commission. The client is a child diagnosed with several disabilities, including autism, ADHD, and OCD who has found that the use of Silkie chickens, regarded as service animals, greatly help in reducing his problematic behaviors and symptoms of autism. Being separated from the chickens represents a serious problem for managing the client's disability and functioning. Despite this therapeutic use, the client's family was evicted from their rental home in August of 2014. The family believes the eviction and further harm was due to discrimination on the basis of the client's disability and use of the chicken service animals after the landlord learned of the existence of the therapy chickens on the property. IPAS also believes that any other reason for the eviction could be a pre-text for discrimination; therefore, IPAS filed a complaint on behalf of the client to inquire whether the maintenance and use of the chickens is protected under the Indiana Civil Rights Laws.

Guardianship Investigation: IPAS was contacted by a care facility in the Fort Wayne area on the suspicion that one of its residents may be exploited by the resident's guardian. The resident, now an IPAS client, never had a guardian before his sister became his guardian and unilaterally decided to move him to Gary, Indiana, without any sort of discharge plan or other arrangements. The client expressed a strong desire to remain in Fort Wayne and did not believe he needed a guardian. There was also the possibility of financial exploitation by the guardian, including use of the client's money for the guardian's bills and other inappropriate expenses. IPAS is currently investigating the situation on behalf of the client, determining the viability of intervening in the guardianship case and requesting an independent medical evaluation of the client.

IV. PRIORITIES AND OBJECTIVES

Priority 1: To reduce or eliminate the abuse and neglect of individuals with intellectual disabilities/developmental disabilities.

Objectives:

106 Review 85 allegations of abuse and neglect on behalf of individuals with intellectual disabilities/developmental disabilities to ensure that the allegation is reported to the responsible entities and take appropriate actions as necessary.

Under this objective, IPAS opened seven new service requests during the quarter. Eleven of this type of service request were completed and closed and 26 had been carried over from the previous quarter.

- IPAS reviewed an allegation of physical abuse within a residential setting. The incident was reviewed by the Indiana State Department of Health (ISDH), and several violations were noted. IPAS reviewed the client's records, finding that the provider failed to follow its written policies, failed to conduct a thorough investigation into an allegation of abuse, and failed to protect the client after reporting of the allegation. IPAS reviewed agency policies and substantiated the allegation. As a result of the ISDH issuance of an immediate jeopardy finding, the facility conducted a second evaluation, resulting in the staff being suspended pending the investigation and eventually terminated for inappropriately executing a physical hold. All staff working in the facility received training on updated/revised policies, the Quality Improvement department was restructured and received training on conducting investigations and interviews, and the executive director and program manager were terminated. IPAS additionally reviewed

Protection and Advocacy for Individuals with Developmental Disabilities, PADD

Amy Penrod, Program Coordinator

facility policies and found some to be inappropriate; IPAS sent a letter to the facility requesting updates of these policies, which were completed.

- IPAS reviewed an allegation of physical abuse within a residential setting. The incident was reviewed by ISDH, and several violations noted. IPAS reviewed the client's records and found the provider took a conservative approach to investigation. IPAS reviewed facility policies and prompted systemic change in that all staff, current and future, received training/re-training on the abuse/neglect reporting policies, which included information pertaining to or the requirements of notifying Child Protective Services, investigations, and protections of residents.
- IPAS reviewed an allegation of neglect related to medication administration within a residential setting. This incident was reviewed by ISDH, and the agency was cited for a failure to follow the instructions on the medication label and a failure to assure the appropriateness of newly received medications. This prompted the agency to review and revise policies regarding medication. Systemic change was achieved through staff discipline and accountability, training, and overall improved supervision of all aspects of medication administration and management.

The following was discovered and/or achieved within the seven service requests closed in IPAS's advocacy efforts in monitoring the discharge and transition process necessary for the residents' appropriate discharge from Hickory Creek of Gaston after the facility voluntarily closed:

- The provider and the Division of Disability and Rehabilitation Services failed to complete all documentation required by state and federal regulations regarding the discharge of all seven clients.
- The transition process was monitored by IPAS for appropriateness. Residents were discharged from Hickory Creek of Gaston and transitioned individually into appropriate settings, including group homes, Medicaid Waiver settings, and nursing homes.
- With IPAS assistance, each resident had his/her transition and discharge plan reviewed and appropriate new plans, including risk plans and behavior support plans, were created.

The details of a service request closed within this objective are described in the aforementioned "REPRESENTATIVE CASE."

Priority 2: Reduce or eliminate the denial of rights and discrimination due to disability.

Objectives:

201 Review allegations on behalf of seven students where the school has proposed or instituted a change of placement through suspension or expulsion and take appropriate actions as necessary.

During this quarter, IPAS did not open or close any service requests within this objective, and none had been carried over from the prior quarter.

203 Review 25 allegations of discrimination under Title II or III of the Americans with

Protection and Advocacy for Individuals with Developmental Disabilities, PADD

Amy Penrod, Program Coordinator

Disabilities Act, Fair Housing Act, or other disability discrimination law and take appropriate actions as necessary.

During this quarter, IPAS opened two new service requests within this objective. One service request was completed and closed, while six had been carried over from the prior quarter.

IPAS was contacted by the parent of a child with a developmental disability. “Marcelis” complained that the apartment management where he lived was requiring him to pay a pet deposit fee for his son’s service animal. It was only after Marcelis and son “Malcolm” had moved out that Marcelis discovered he owed over \$700.00 related to fees and deposit charges. IPAS determined Malcolm’s rights had been violated because the Fair Housing Act, the U.S. Department of Justice and the Department of Housing and Urban Development issued a joint statement that service animals are a reasonable accommodation and that extra fees or deposits may not be charged as a condition of receiving a reasonable accommodation. With IPAS’s assistance, Marcelis convinced the complex management to remove all pet deposit fees and previous balances.

204 Represent ten individuals in their appeal of reduced Medicaid waiver services when the alleged reduction in services will have a serious and negative impact on the health and safety of the individual, or when the reduction of services places the individual at risk of being placed in a more restrictive setting.

IPAS did not open any new service requests within this objective during the quarter. Two of this type of service request were completed and closed, while three had been carried over from the previous quarter.

“Janice” contacted IPAS about her son’s Medicaid benefits. “Shawn” is a child with autism who had been on MDWise, the state-funded insurance plan. The MDWise plan paid for Applied Behavior Analysis therapy (ABA), a therapeutic treatment commonly used to treat individuals with autism. Janice reported that Shawn had been switched to a different plan, i.e., Medicaid for the Disabled (MD), which does not cover ABA therapy. Janice requested that Shawn be switched back to the MDWise plan, but this was not properly completed. During the time that Shawn was on the MD plan, a bill of \$18,000 in ABA therapy accrued. Prior to IPAS involvement, there had been an administrative hearing at which the hearing officer determined Shawn should be switched back to MDWise and the bill should be paid. This was done initially, but it was when Shawn was placed on the MD plan again without notification that the bill was established and the balance remained unpaid. IPAS discovered through fact finding that the hearing officer’s decision was not being complied with. IPAS advocated for the bill to be paid in full. With IPAS’s assistance, the agreement was reached for Shawn’s bill to be paid in full.

205 Represent three individuals in their appeal of denied eligibility for Medicaid waiver services.

During this quarter, IPAS opened one new service request within this objective. One service request was completed and closed, and one had been carried over from the prior quarter.

“Jed,” a 22-year-old man with an amnesia-type brain disorder was denied Medicaid waiver eligibility by the Bureau of Developmental Disabilities Services (BDDS). The BDDS denial determined that Jed did not meet the State’s developmental disability eligibility requirements because he did not have

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substantial functional limitations in at least three of seven life skills areas. Jed's mother "Lori" had filed an appeal of the denial but contacted IPAS for further assistance regarding the appeal; therefore, IPAS reviewed BDDS's level of care policies to confirm the definition of how these policies stipulate that a person has substantial functional limitation. Based on this policy review and, since BDDS had agreed to reassess its decision, IPAS recommended Lori withdraw her first appeal. After reassessing, BDDS determined that Jed did have a developmental disability but that he still did not meet level of care eligibility guidelines. Lori opted to file a second appeal and again asked for IPAS assistance, though IPAS determined it inappropriate to assist with the second appeal as no rights violation had occurred. IPAS provided Lori with technical assistance so that she could independently proceed with the appeal.

206 Review three allegations of disability based discrimination that may have systemic implications and take appropriate actions as necessary.

During this quarter, IPAS neither opened nor closed any service requests within this objective.

See "MULTIPLE PROGRAM PROJECTS" section on Sheltered Workshop Monitoring and Subminimum Wage.

208 Review five allegations of the improper use of restraint/seclusion by a school and take appropriate actions as necessary.

During this quarter, IPAS did not open or close any service requests within this objective, and none had been carried over from the prior quarter.

209 Review allegations on behalf of fifteen students where the school is not providing appropriate educational services and take appropriate actions as necessary.

Under this objective, IPAS opened 14 new service requests during the quarter. Twenty-nine of these service requests were completed and closed, while 15 had been carried over from the previous quarter.

Outcomes within those closed service requests include development and implementation of revised education plans based upon current educational evaluations that addressed:

- Appropriate placement in a residential facility for intensive behavioral address
- Return to full day school attendance with the necessary accommodations and supports
- Reinstatement of overall educational services
- Provision of day programming for a student over the age of 18
- Provision of 1:1 assistance during school hours and counseling sessions
- Out-of-school suspension reduced from ten days to five days

"Callie," age 11, had been identified and found eligible for Article 7 services. Callie's mother contacted IPAS for assistance with obtaining necessary supports and services that would provide Callie a free appropriate public education (FAPE). IPAS reviewed Callie's Individual Education Plan (IEP) to determine she was not receiving the services described within. A case conference was held and services reviewed. No changes were made as the services in the IEP were appropriate. The school continued failing to provide the services as agreed upon, however, so IPAS assisted Callie's mother in filing a complaint with the Indiana Department of Education (DOE). As a result of the complaint and

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DOE investigation, it was found that the school did not have a licensed Special Education teacher on staff, the school did not conduct a review of the IEP at least annually, the school failed to provide Callie's mother with a copy of the IEP according to Article 7, and the school failed to provide a total of 726 hours of educational services. While Callie's mother ultimately chose to enroll her in a new school, other students receiving special education services are now receiving services from a licensed teacher.

210 Review five cases involving alleged rights violations and the use of the internal complaint process of the provider, in situations not involving abuse or neglect and take appropriate actions as necessary.

Under this objective, IPAS opened three new service requests during the quarter. One of these service requests was completed and closed, while four had been carried over from the previous quarter.

Outcomes achieved within the closed service request include:

- Information and guidance to enhance a legal guardian's advocacy skills
- Attendance at a provider meeting in support of a legal guardian

IPAS received a complaint that "Lois," age 55, may be a victim of financial exploitation. Lois is a resident of a Medicaid Waiver group home and receives Social Security Disability Income and is an Indiana Medicaid recipient. During the IPAS fact-finding process, it was determined that Lois had previously received a lump sum payment of \$125,000 due to a miscalculation of her Social Security benefits. Because Lois receives Medicaid, she cannot have more than \$2,000 in her bank account. Rather than place the money in a trust, her provider, who is also her Representative Payee, began spending the money in a variety of questionable ways. The provider had even asked Lois to purchase a \$36,000 car that they would lease from her. Shortly after IPAS's fact finding began, Lois's legal guardian reported the family had retained an attorney and intended on suing the provider for damages if the missing money was not accounted for or reimbursed. IPAS explained to the legal guardian that due to the family retaining these private legal services, IPAS was unable to provide advocacy as it would be deemed a duplication of services. The legal guardian expressed understanding, and the case was closed.

Priority 3: Increase awareness and effective self-advocacy by providing education and training about disability rights and the exercise of these rights.

Objectives:

301 Provide education and training about disability rights, self-advocacy skills and IPAS to individuals with intellectual disabilities/developmental disabilities, parents, guardians, advocates, and/or service program providers.

During the first quarter, IPAS provided a total of three education/training and public information activity events, reaching approximately 167 individuals.

302 Provide education and training about disability rights, self-advocacy skills and IPAS to self advocacy organizations to increase awareness of disability rights.

Partnership efforts with various disability related agencies in Indiana continues.

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Amy Penrod, Program Coordinator

Self Advocates of Indiana (SAI): The Self Advocates of Indiana (SAI) newsletter was distributed to 200 or more individuals and was also posted on line. Three hundred and seven self advocates attended trainings or meetings during this quarter.

The Arc of Indiana: The Winter issue of The Arc News in Indiana will be mailed in mid-January; therefore, there are no numbers to report as of yet.

Six referrals were made to IPAS by the Arc of Indiana and Self Advocates of Indiana this quarter. Two referrals were ADA issues. One was where a hospital called the Department of Child Services when a mother with a visual impairment asked for reasonable accommodations. The third was an allegation of a financial exploitation issue where the rep payee was not paying the person's bills or providing living expenses and Social Security would not allow the individual to change the representative payee without the representative payee's consent. ARC of Indiana staff members contacted IPAS in regards to a woman whose legal guardian was neglecting her and four individuals who were denied the Comprehensive Individual Habitation (CIH) waivers.

The Legal Network sign up form continues to be available via The Arc of Indiana and The Arc Master Trust websites. It is promoted through The Arc of Indiana E-Newsletter and on The Arc of Indiana and SAI's Facebook pages.

The Autism Society of Indiana (ASI): During this quarter the District 4 ASI Ally supported 16 new families, and there were 11 new cases. The Lead Ally connected with 98 families about various issues. Further, ASI continues to develop direct relationships with providers and support organizations, primarily through participation on district committees and task forces of which IPAS may benefit by association.

Institute for Disability and Community (IIDC) Family Council: IPAS attended the biannual meeting of the Institute for Disability & Community (IIDC) Family Council. The meeting mainly consisted of the Council being provided an update of the Institute's current projects and proposed activities. Of particular note was a new project disclosed by Dr. Mank of the Indiana Institute on Disability and Community (The Institute) as members were provided the document, "Exploratory Questions to Assist States in Assessment of Residential Settings." This document is, essentially, a set of questions provided on the Medicaid website to help states in assessing the services provided through waivers. This will be a requirement in the state regulations. Dr. Mank reviewed some of the questions from a brief survey the Institute is developing with the state to address this coming requirement to assess people's experiences in residential settings. The Institute will be doing a pilot in the next few weeks, and by the end of November 2015, the pilot will be expanded to include 100 participants. The eventual number of participants might be more than 20,000. The end product for the Residential Settings assessments might look like the online data collection system the Institute uses to collect information on Indiana Day and Employment Services. IPAS has expressed concerns over the validity of any results, as responses are to be collected and entered by the staff, not the residents themselves. The Institute did note this to be a valid concern. The hope is that by using statistical modeling, outliers would be identified for further analysis.

305 Strengthen policies and practices affecting the State's response to disability rights issues affecting individuals with intellectual disabilities/developmental disabilities through participating and taking an active role at least 75% of the meetings of select

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committees, groups and task forces.

Indiana Adult Guardianship State Taskforce: **Information regarding this committee has been placed within the “MULTIPLE PROGRAM PROJECTS” section.**

Indiana Inter-Agency Coordinating Council Public Policy Meeting (IIACC): IPAS attended the one meeting held during this quarter. The meeting provided a historical background of representation and activities of the IIACC, a brief review of the Indiana Comprehensive State Plan for Individuals with Autism Spectrum Disorder and current representation and activities of the IIACC as well as the mission and timelines for IIACC, community advisory groups and local community cadres, work groups, and action plans.

Mental Health America of Greater Indianapolis Adult Guardianship Committee (MHAGI):
see the “MULTIPLE PROGRAM PROJECTS” section.

North Willow ICF/IID Human Rights Committee: IPAS attended each of the three HRC meetings held at North Willow during this quarter. During these meetings, behavior support plans were reviewed. Eighteen psychotropic treatment plans and 28 pre-medication requests were reviewed and approved. As North Willow is an immediate care facility for individuals with mental retardation (ICF-MR), prior approval for the above must be received. Restrictions were reviewed for accuracy and thoroughness. All restrictions approved by the committee have a plan in place for the individual to work towards a goal in which the restriction will be reduced or removed.

North Willow ICF/IID Monitoring Activities: IPAS visited North Willow three times this quarter for the purpose of monitoring the facility. It was noted that the menu appears to offer more choices to individuals while still allowing a family style eating plan. Individuals are also being given additional options when they make the request. During this quarter, the facility’s third floor closed its north hall and moved individuals to the other hallways’ rooms. With this closure, no north hallways are living areas. On first and second floors are now office and therapy space. With these moves, more supervision is allowed. This also condenses the living spaces as individuals continue to transition into community settings.

Logansport State Hospital (LSH) Human Rights Committee Meeting: **Information regarding this committee has been placed within the “MULTIPLE PROGRAM PROJECTS” section.**

Marion ResCare Monitoring Activities: IPAS conducted four monitoring visits during this quarter at the ResCare facility in Marion. Monitoring activities include speaking with residents and staff as well as watching for signs of abuse/neglect and inappropriate interaction between staff and residents. The facility is currently at census with 30 individuals, with all three units now open.

Many changes have occurred at the facility this quarter, including the restructuring of management and administration positions and downsizing the census capacity to allow each resident to have a private room. The facility continues to have complaint surveys conducted by the Indiana State Department of Health, many of which were substantiated for lack of active treatment. There is a new program in place to address the need for the residents to participate in the programming. IPAS received no complaints during this quarter.

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BQIS Mortality Review Committee (MRC): IPAS continues to serve on the BQIS Mortality Review Committee (MRC) and attended all three meetings held during the quarter. The MRC's purpose is to review the deaths of those receiving waiver services or who had resided in group homes or other similar facilities at the time of their death. The goal of MRC is to look for ways to reduce preventable deaths through policy change, training recommendations and provider monitoring. This quarter, the focus was on improving documentation and reporting. The group is currently researching best practices for documentation and will report back to the larger MRC as research is completed.

Indiana Taskforce on Disability and Health: **Information regarding this committee has been placed within the "MULTIPLE PROGRAM PROJECTS" section.**

Sheltered Workshops Monitoring Activities: **Information regarding this committee has been placed within the "MULTIPLE PROGRAM PROJECTS" section.**

Especially Kidz Monitoring Activities: IPAS visited Especially Kidz (EK) three times this quarter. During this quarter, two members of the nursing staff were terminated and three quit; these positions have not yet been permanently refilled. The facility admitted three individuals for long-term care and two for respite care admissions. Three individuals in the facility's care died, seven were discharged, and two moved to community waiver homes. The Physical Therapy department completed two new authorizations for physical therapy and one authorization for speech therapy. The facility continues with physical upgrades to the building while flu epidemic closed part of the facility to flu epidemic.

IPAS has received a response from Indiana State Department of Health Long –Term Care Director, Kim Rhoads, in reference to IPAS's concern that EK does not seem to believe they are obligated to report possible abuse/neglect incidents to Child Protection Services (CPS). Ms. Rhoads indicated an intention to work with Especially Kidz and Vernon Manor regarding this matter. IPAS Legal followed up with a letter to EK, with carbon copy to ISDH regarding this subject matter.

2014 Governor's Planning Council: IPAS's newly hired Executive Director attended the Indiana Governor's Council for People with Disabilities Board annual conference held this quarter.

Priority 4: Provide timely and accurate information about disability rights and technical assistance concerning the exercise of these rights.

Objectives:

401 Respond to all requests for information and referral and technical assistance to individuals with intellectual disabilities/developmental disabilities, their families, and professionals about disability rights and provide information and technical assistance concerning the exercise of these rights.

IPAS provided information and referral services to 95 individuals this quarter.

PADD Report End

**Protection and Advocacy for Individuals with Mental Illness
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I. STATISTICS

Informational Inquiries	172
Cases Carried over from Previous Quarter	76
New Cases Opened	35
Total Clients Served	111
Total Number of Individuals Served	183
Cases Closed at End of Quarter	26
Cases on Hand at End of Quarter	85

II. REPRESENTATIVE CASE

“Veronica,” a 31-year-old patient of Richmond State Hospital (RSH), reported to IPAS that she had been inappropriately restrained by a RSH staff member. Veronica reported that she knew the correct restraint procedure because she had been restrained by RSH staff on several previous occasions. During this specific restraint, however, it was apparent to Veronica the proper procedure was not implemented due to the chest pain she experienced. She reported that she even heard a “pop” noise while being restrained.

Veronica reported her chest pain to her RSH doctor who then referred her to Reid hospital. The hospital doctor diagnosed her with a chest wall contusion and discharged her shortly after her arrival. Two days later, Veronica complained to the RSH doctor again stating the pain was severe and not improving. The RSH doctor sent Veronica to Reid Hospital a second time, but this time Reid’s doctors x-rayed her ribs and found three were broken.

Reid Hospital notified RSH of the broken ribs and RSH removed the accused staff member from the unit while conducting a thorough investigation. The completed investigation determined the staff member had inappropriately restrained Veronica, for which his employment was terminated.

III. LEGAL

Department of Correction lawsuit: The litigation against the Indiana Department of Correction (IDOC) has continued into the remedy phase since the Order issued by Judge Tanya Walton-Pratt on December 31, 2012, in which she found that IDOC had violated the Constitutional rights of inmates with serious mental illness through its deliberate indifference to their need for care, and continued harm caused by the segregation of those with serious mental illness. During the quarter, the Court received numerous letters from IDOC inmates at various facilities which letters alleged segregation issues; loss of mental health staff; reductions in offered therapy/programming; instances of unnecessary restraint; and other issues. Counsel for Plaintiffs made requests for information and clarification as to the cited issues and problems, and is now reviewing information received from Defendant's Counsel at the end of the quarter. Plaintiff's Counsel is also reviewing numerous records related to inmates who are not considered by IDOC to be part of the established class to determine if the classification standards being used by IDOC are excluding class members under the definition of the class and “serious mental illness” established by Judge Pratt in the “Entry Following Bench Trial” that was issued on December 31, 2012. The parties are continuing to explore the possibility of a final settlement of the case through the exchange of proposed terms to be included in a settlement agreement. This process is in its early stages and such an agreement, if reached, will not occur for at

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least several months during which Plaintiff's counsel will continue to gather and review information related to reports received from inmates regarding care and treatment issues.

IV. FEDERAL REQUIRED DISCLOSURES

No new grievances were filed however a grievance filed during the previous quarter was appealed to the IPAS Chairmen during the quarter.

The IPAS Chairman upheld the prior decision of the interim executive director not to provide services to the complainant who was currently housed in a IDOC facility. Based on IPAS's current class action litigation involving the psychiatric treatment of inmates in segregation in IDOC, the client's request that IPAS provide direct services was denied. The decision to deny services was based in part due to trial rules governing the discovery of evidence, and the fact that IPAS cannot begin representation of class members in separate actions on behalf of individuals on issues under dispute in the class action.

The number of grievances filed by PAIMI-eligible clients, including representatives or family-members of such individuals receiving services during this fiscal year: 0

The number of grievances filed by prospective PAIMI-eligible clients (those who were not served due to limited PAIMI Program resources or because of non-priority issues during this fiscal year): 0

Total number of grievances appealed to Chairperson of the IPAS Commission: 1

V. MEETING STATISTICS OF MEMBERSHIP ATTENDANCE

Commission	Last meeting held November 15, 2014	100% (13 of 13)	For the FFY , one meeting held	100%
MIAC	Last meeting held November 3, 2014	42% (3 of 7)	For the FFY, three one meeting held	42%

VI. PRIORITIES AND OBJECTIVES

Priority1: Reduce or eliminate the abuse and neglect of individuals with mental illness in community-based or long-term care facilities.

Objectives:

101 Investigate allegations of abuse or neglect of individuals residing in a facility operated by Indiana Department of Mental Health and Addiction and take appropriate actions as necessary.

The first quarter started with 14 cases from the prior quarter, and 10 additional requests for services were opened. Ten cases were closed during the quarter. Fourteen cases are being carried into the 2nd quarter.

IPAS continues to visit and monitor each state hospital for incidents of patient abuse, neglect and rights violations. IPAS encourages the residents to not only contact IPAS, but to raise and review concerns with their treatment team. IPAS further advises residents that if their issue cannot be

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resolved by the treatment team, that they should file an internal complaint. Issues addressed by IPAS during this quarter included: unit restrictions due to staff shortages at Larue Carter State Hospital, treatment plan issues, family contact, and discharge planning.

IPAS also addressed an issue with the accuracy of IPAS contact information posted on a unit at Larue Carter Hospital. The telephone number had been blackened out on the only poster located on that unit. IPAS reported this to the Superintendent and Chair of the Human Rights Committee. During a later visit IPAS was able to confirm that the sign has been corrected, the contact information is present and patients now have access to accurate contact information for IPAS.

IPAS reviewed an allegation of medical neglect by state operated facility medical staff. During the review process, the facility refused to release records to IPAS stating it would be a HIPAA violation. IPAS Legal sent the Division Director a letter detailing the inapplicability of HIPAA to IPAS, following which the requested records were provided. This is likely to be a systemic outcome for future IPAS cases.

102 Investigate allegations of abuse or neglect of individuals residing in Community Mental Health Centers and take appropriate actions as necessary.

The first quarter started with five cases carried over from the prior quarter, and three additional requests for services were opened. Two cases were closed, leaving six cases to be carried into the next quarter.

103 Investigate allegations of abuse or neglect that resulted in the death of an individual who resided in a mental health treatment facility and take appropriate actions as necessary.

The fourth quarter began with two cases from the prior quarter. During this quarter, one new request for assistance was opened, and one service request was closed. Two cases were left to be carried over into the next quarter.

104 Investigate allegations of inappropriate use of restraint or seclusion and take appropriate actions as necessary.

IPAS began the quarter with eight cases, and two additional service requests were opened. Three cases were completed and closed this quarter leaving seven cases to be carried over into the next quarter.

Outcomes achieved for these closed service requests included:

- Several Richmond State Hospital (RSH) policies relating to restraint and seclusion were found to comply with applicable federal regulations.
- IPAS verified that RSH took actions against a staff person who improperly restrained a patient.
- IPAS verified that RSH appropriately reported an allegation of abuse and/or neglect to the Department of Mental Health and Addiction and Adult Protective Services.

See the “REPRESENTATIVE CASE” on the first page of this report.

106 Continue to represent prisoners with serious mental illness in class action lawsuit to

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diminish the use of segregation.

See the “LEGAL” section on the Department of Correction lawsuit.

108 Investigate allegations of abuse or neglect of individuals residing in facilities designated as a psychiatric residential treatment facility (PRTF) and take appropriate actions as necessary.

The first quarter began with two cases carried over from the prior quarter, and no new additional requests for services were opened. No cases were closed during the quarter.

Priority 2: To reduce or eliminate the denial of rights and discrimination due to a mental illness diagnosis.

Objectives:

202 Investigate allegations of rights violations as defined under the provisions of the PAIMI Act and take appropriate actions as necessary.

The first quarter started with three cases from the prior quarter, and five additional requests for services were opened during the quarter. Two cases were closed during the quarter, leaving six cases being carried into the second quarter.

“Kay” contacted IPAS because she believed that her rights were being violated. She stated that she is not being allowed to have private visits with her doctor without the presence of provider staff. Kay felt that it was a violation of her privacy. She was concerned that the provider would use the information to have her placed in a nursing home. IPAS determined through fact finding that the provider was acting in accordance with her treatment plan. The advocate and the supervising attorney determined that no rights violation existed. Ultimately, the Provider did agree to allow the client to have private time with her Doctor.

205 Investigate allegations on behalf of individuals residing in state operated facilities when there is proposed or instituted restriction of a conditional right and take appropriate actions as necessary.

IPAS began the quarter with 12 cases and opened four additional service requests. Six cases were completed and closed this quarter. Ten cases are being carried over into the second quarter.

Outcomes achieved for these closed service requests include:

- Logansport State Hospital (LSH) Patient Complaint Resolution policy and procedure was found to meet federal regulation and to contain the terms, time frames, etc. necessary for such policies.
- A complaint filed by a patient of LSH was appropriately addressed by LSH under its complaint policy.

“Calvin” is a 35 years old patient of LSH. Calvin reported to IPAS that his rights were violated by being unfairly restricted to his unit without cause. Calvin stated he was restricted to his unit after LSH staff made the false allegations that he attempted to hit them.

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IPAS determined through fact-finding that Calvin had filed an internal complaint with LSH. However, Calvin's complaint did not mention the unit restriction and only stated that staff grabbed his arm so he jerked away because he does not like being touched when he is angry.

LSH met with Calvin regarding the grievance. Calvin insisted that he did not attempt to hit staff. LSH stated to Calvin that they would review the video camera films in the area of the incident, but Calvin's story did not change.

IPAS's completed investigation determined Calvin had been soft-touched by staff in an attempt to escort him to another area of the hospital. When staff touched Calvin, who was already angry, he swung his arm at them. This action made him a threat to others, so to ensure the safety of others, Calvin was restricted to the unit. LSH and Calvin did eventually reach a resolution regarding the incident. The resolution agreement was for the LSH unit supervisors to re-educate staff not to place hands on the patients unless necessary to prevent patients from harming themselves or others.

209 Represent children when the school is denying or inappropriately restricting educational services and take appropriate actions as necessary.

Two cases were carried over from the prior quarter, and ten additional requests for services were opened. Two cases were closed during the quarter, leaving 10 cases being carried into the 2nd quarter.

"Tom" is a second grader. His mother contacted IPAS to report that she was and had been experiencing ongoing problems with programming at her son's school. She stated that her son was frequently sent home from school, had been suspended multiple times, was placed in isolation on a regular basis, and had sustained injuries as a result of teachers restraining him.

After thorough fact-finding, that spanned two school semesters and multiple case conferences with school officials and the family, IPAS advocated that Tom's individual education plan be amended to include services that would better address the child's needs. The school agreed to have Tom reevaluated through additional testing, and did subsequently develop a more appropriate and thorough education and behavior plan. Tom is now receiving FAPE, his mother reports that he is better able to learn, and she is satisfied with his education plan as he enters third grade.

Priority 3: Increase awareness and effective self-advocacy by working with and supporting advocacy groups and organizations.

Objectives:

301 Participate and take an active role on the Resident/Human Rights Committee meetings of the facilities operated by the Indiana Department of Mental Health and Addiction.

For the quarter, IPAS staff attended six meetings held at the various state-operated facilities (SOF).

Evansville State Hospital (ESH): During this quarter, ESH held three Human Rights Committee (HRC) meetings. IPAS attended all three meetings. Forty-three grievances were reviewed by the HRC, with 16 being reviewed during the October meeting and 27 during the November meeting. No

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grievances were reviewed during the December meeting. The HRC secretary reported that only five grievances had been received and none contained human rights issues. Three of the grievances were forwarded to the individuals' treatment teams for review and the remaining two were forwarded to ESH's Assistant Superintendent due to them pertaining to issues with Aramark, the facility's food service provider. The HRC also reviewed the seclusion/restraint report during each meeting.

During the December meeting, the committee discussed the lack of grievances that had been filed. Upon review, the committee determined that one ESH resident, who had submitted over half of the grievances reviewed during the October and November meetings, had improved and had not submitted any recent grievances. The committee also discussed that in late October ESH received an "Order to Treat" from the court for this individual, which resulted in the resident's improvement due to ESH being able to provide treatment to the resident. During the November meeting, the HRC also decided to assign a specific HRC member to meet with this individual weekly to discuss his concerns. IPAS was in support of this suggestion. The assigned HRC member reported the weekly meetings had been going well and the resident's complaints had significantly decreased since the "Order to Treat" was issued and treatment had begun.

Logansport State Hospital (LSH): Due to IPAS staffing issues, IPAS was not able to attend HRC meetings at LSH for this quarter.

LaRue Carter Memorial Hospital (LCH): Two Human Rights Committee (HRC) meetings took place this quarter which IPAS attended. Following the IPAS voting presentation in September, the HRC Chairperson requested to know more information about the Indiana Traveling Board. IPAS suggested he contact the Traveling Board directly to learn of its process and requirements. The chairperson contacted the Traveling Board and shared the information with the committee. The chairperson then reported that, even though the IPAS Voting Presentation increased patient knowledge and the attendance to the presentation increased, not one patient requested to vote.

The HRC drafted a new Patient Grievance Complaint Policy and Procedure that was approved by the Executive Committee. Pursuant to IPAS request, information has been included regarding grievance forms alleging abuse and/or neglect, and now specifically states that the allegation should be immediately addressed under the abuse and/or neglect policy and procedure. This addition will serve as a reminder for those reading complaints to be aware of such allegations on a grievance form. During policy revision discussions, the HRC determined many patients were using grievance forms to ask questions of their Treatment Teams. The committee determined misuse of the grievance forms frequently slowed down the process in providing responses to the questions and created opportunity for error. A separate form has been developed and approved specifically designed for patients to ask questions of their Treatment Team. IPAS suggested the Treatment Team forms should be as readily available to patients as the Grievance Forms. The committee agreed to the suggestion, and voted to install a container to hold the forms next to the Blank Grievance Form container for easy accessibility.

IPAS voiced concerns about completed grievance forms being misplaced on the unit's resulting in a delay in processing or the possibility of grievances not being processed. The committee discussed various options and approved a plan to develop a container for grievance forms to be placed in to be located on each unit which would remain locked. The superintendent, Rights and Ethics Chairperson and Director of the Quality Assurance Department will have a key to the box, and the Quality Assurance Department will be responsible for daily collection of grievance forms from the boxes. This type of collection container should be more convenient and less intimidating for the patients,

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should eliminate misplacement of completed forms, reduce the opportunity for staff interference with the grievance process and provide uniformity of how each unit processes completed forms. The committee has forwarded this recommendation on to the Administration Board for approval.

Madison State Hospital (MSH): IPAS attended the two MSH HRC meetings that were held during this quarter. MSH cancelled its November meeting due to the holiday. The facility did state that it would meet on a different date if a team member felt it was needed, however no one requested this. The October and December meetings mainly consisted of reviewing the patient grievances received. IPAS felt that all grievances were addressed appropriately and that the HRC upheld the rights of the residents in all cases.

Richmond State Hospital (RSH): IPAS attended the two HRC meetings held during the quarter. There was no meeting held in December due to the holidays.

During the October meeting, IPAS raised a concern that residents who have a hearing impairment are not being provided appropriate interpretive services. HRC members reported that a staff member who is proficient in ASL (Unit Clerk Todd) is available to translate when requested. IPAS expressed concern that this is the only person available for interpretation. IPAS also reminded members that it was previously reported that at one time RSH had students from Earlham College come to RSH for interpreter services. HRC members acted a bit frustrated with the IPAS representative at the meeting that she was requesting that an interpreter be available for residents at difficult meetings, such as doctor appointments and treatment team meetings. Kay Stephan said that she would look into this.

IPAS initiated further discussion with the HRC regarding the RSH interpreter policy (100.09) during the November meeting. IPAS informed the Committee that RSH staff was still not following the policy. Kay Stephan assured meeting attendees that this policy would be communicated with staff to ensure that interpretive services are being provided at the appropriate times. IPAS suggested that the policy be revised to remove the necessity to contact Occupational Therapy about translation, since RSH no longer has an OT and will not be hiring one in the future. Kay said that she would bring this policy up with the policy committee and address this language.

Evansville Psychiatric Children's Center (EPCC): During this quarter, one HRC meeting was held in November. IPAS attended the meeting. One grievance was reviewed and closed by the HRC. IPAS participated in the review of this grievance, and found no basis on which to object to the facility's handling of this grievance.

302 Participate and take an active role on selected committees, groups or task forces that have systemic implications concerning policies and practices affecting the rights of individuals with mental illness.

Mental Health America of Greater Indianapolis Adult Guardianship Committee (MHAGI): See "MULTIPLE PROGRAM PROJECTS."

Indiana Adult Guardianship State Taskforce: See "MULTIPLE PROGRAM PROJECTS."

Indiana Taskforce on Disability and Health: See "MULTIPLE PROGRAM PROJECTS."

Priority 4: Increase awareness and effective self-advocacy by providing education

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and training about disability rights and the exercise of these rights

Objectives:

401 Conduct training for family members concerning the civil and disability rights of individuals with mental illness.

During the quarter, there were no education/training events held.

402 Conduct resident rights training for consumers at selected Community Mental Health Centers.

During the quarter, IPAS conducted 13 trainings attended by 85 individuals at five different community mental health centers.

405 Provide education and training about disability rights, self-advocacy skills and IPAS for consumers attending consumer-based events to increase their awareness of disability rights.

There were no requests for IPAS assistance during the quarter and no education/training events held.

406 Support the creation of a Crisis Intervention Team program in an Indiana Law Enforcement entity.

There were no requests for IPAS assistance during the quarter.

Priority 5: Provide timely and accurate information about disability rights and technical assistance concerning the exercise of these rights.

Objectives:

501 Respond to all requests for information and referral and technical assistance to individuals with mental illness, their families, and professionals concerning disability rights and provide technical assistance concerning the exercise of these rights.

General Problem area as coded in the IPAS Database (DAD)	4th Quarter Total	
Abuse	11	6%
Education	5	3%
Employment Discrimination	2	1%
Healthcare	8	5%
Housing	10	6%
Neglect	27	16%
Not Selected*	81	47%
Rights Violations	28	16%
Grand Total	172	

*Not Selected includes those Informational and Referral contacts not entered into the DAD database. Typically, support staff addresses these contacts, which include requests such as a specific provider's telephone number or for IPAS publications. These contacts lack sufficient information to allow entry of the General Problem into the DAD database.

PAIMI Report End

**Protection and Advocacy of Individual Rights
PAIR, Tom Crishon, Program Coordinator**

I. STATISTICS

Informational Inquiries	121
Cases Carried over from Previous Quarter	32
New Cases Opened	30
Total Clients Served	62
Total Number of Individuals Served	183
Cases Closed at End of Quarter	21
Cases on Hand at End of Quarter	41

II. REPRESENTATIVE CASE

“John,” age 8, attended the first grade at an elementary school in Evansville, Indiana. John’s father contacted IPAS alleging that John’s school wanted to hold John back due to behavioral and maturity issues. John’s father stated that he requested an educational reevaluation and modification of John’s Individualized Education Program (IEP) but that the school did neither. IPAS agreed to represent John and advocate that he receive a Free Appropriate Public Education (FAPE), as required by state and federal law.

IPAS assisted John’s father in filing a formal request for reevaluation. The school finally agreed to conduct a reevaluation, which was done. A case conference committee meeting was then held to discuss the results. The school then amended John’s IEP, based on the results of the reevaluation, and included numerous new and additional strategies and accommodations designed to help mitigate the effects of John’s disability in the classroom and increase his potential benefit from educational programming. IPAS and John’s father found the changes to be appropriate. Due to IPAS’s involvement, John received a needed reevaluation and John’s IEP was updated to include more and better strategies and accommodations to assist John in receiving FAPE.

III. LEGAL

No legal activities to report this quarter.

IV. PRIORITIES AND OBJECTIVES

Priority 1: Reduce or eliminate abuse and neglect of individuals with disabilities.

Objectives:

101 Review 20 allegations of abuse and neglect on behalf of individuals with disabilities to ensure that the allegation is reported to the responsible entities and take appropriate actions as necessary.

Six service requests were opened this quarter and six were closed. Ten service requests remain open. Advocacy for the closed service requests this quarter included:

- Reviewing the medical treatment of an inmate at Westville Correctional Facility and determining that the individual was not subjected to medical neglect;

Protection and Advocacy of Individual Rights PAIR, Tom Crishon, Program Coordinator

- Reviewing an allegation of medical neglect on behalf of an individual at a nursing home; and
- Reviewing an allegation of neglect due to insufficient discharge planning by a nursing home. IPAS reviewed the discharge plan with the client and ultimately found it to be sufficient.

Priority 2: Reduce or eliminate discrimination or the denial of rights due to disability.

Objectives:

201 Review 30 allegations of discrimination under the Americans with Disabilities Act, Fair Housing Act, or other disability discrimination law and take appropriate actions as necessary.

Eleven service requests were opened this quarter and six were closed. Seventeen service requests remain open.

Outcomes achieved for the closed service requests this quarter included:

- Reviewing an allegation of discrimination under the Americans with Disabilities Act related to an application for a driver's license through the Indiana Bureau of Motor Vehicles and finding that no rights violation existed;
- Ensuring that an Ivy Tech Community College location had appropriate accessible entrances, in compliance with the Americans with Disabilities Act; and
- Reviewing a child's denial to an after-school program because the child required an American Sign Language interpreter. Shortly after IPAS became involved, the program allowed the child to participate and provided all appropriate accommodations. .

203 Review three allegations of disability based discrimination that may have systemic implications and take appropriate actions as necessary.

No service requests were opened or closed this quarter. One service request remains open. Additionally, no projects were opened or closed this quarter. Eight projects remain open under this objective.

The eight open projects include the following:

National Railroad Passenger Corporation (Amtrak): The first project involves IPAS's survey of the National Railroad Passenger Corporation, d/b/a Amtrak stations in Indiana. IPAS awaits contact by the DOJ concerning disability discrimination complaint filed in September 2013. There was no activity for this project this quarter.

Bowling Centers: The second project was opened to review the accessibility at four Indianapolis bowling centers. The goal is for these highly visible recreational centers to make any needed changes to their locations to bring them into compliance with the ADA. IPAS has conducted an expanded review of several ADA compliance areas, including: parking and signage; internal signage; bowling lane access; service counter access; and restroom and other area access. Based on dialogue with the company's legal counsel, the company has conceded that the ramps used for access to the bowling lanes do not comply with the ADA; that they will be hiring consultant/specialists to prepare plans for constructing permanent ramps; that they will also be addressing concerns with service counter access

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at three of the facilities; and agreement was reached on fixing some other smaller issues and removing issues that were not supported upon further review. As of the end of the quarter, IPAS awaits receipt of proposed plans for accessible, permanent ramps to review them for any issues IPAS might identify before the company initiates construction. Work on this project is ongoing.

Parking Lot Compliance: The third project was opened to advocate for business parking lots found to be out of compliance with ADA to make necessary corrections. There was no activity this quarter on this project.

Gas America: The fourth project involves accessibility at Gas America convenience stores and gas stations. Gas America was acquired by Speedway LLC, the nation's fourth largest company-owned and operated convenience store chain and an indirect wholly owned subsidiary of Marathon Petroleum Corporation. IPAS will continue to communicate with legal counsel from Speedway to ascertain how that company has addressed or plans to address any ADA compliance issues at these newly-acquired locations.

Municipal Swimming Pool Surveys: The fifth project involves surveying swimming pools operated by several municipalities throughout the state for compliance with the ADA. See "MULTIPLE PROGRAM PROJECTS" section on Municipal Swimming Pool Surveys.

City of Indianapolis ADA Complaint Procedure: The sixth project was opened to advocate for the City of Indianapolis to comply with Title II of the ADA and to adopt and publish an appropriate complaint procedure, as required by 28 C.F.R. § 35.107(b). IPAS initiated contact, and subsequently met with the City's outside counsel for disability-related legal matters. This quarter, IPAS was notified by that counsel that the City had made an offer of the vacant ADA Coordinator's position to an individual, and that the offer was accepted. IPAS plans to contact counsel next quarter to obtain information as to the new ADA Coordinator's identity, and arrange a meeting with the new Coordinator to continue discussion toward resolution of this issue through the City's publication of its ADA policy and procedure in compliance with federal regulation. Work on this project is ongoing.

Olmstead: The seventh project was created to explore what the State of Indiana has done since 1999 to comply with the *Olmstead v. L.C. ex rel. Zimring*, 527 U.S. 581 (1999), Supreme Court decision. In *Olmstead*, the United States Supreme Court held that Title II of the ADA prohibits the unjustified segregation of individuals with disabilities. The Court held that public entities are required to provide community-based services to persons with disabilities when (a) such services are appropriate; (b) the affected persons do not oppose community-based treatment; and (c) community-based services can be reasonably accommodated, taking into account the resources available to the entity and the needs of others who are receiving disability services from the entity. *Olmstead v. L.C.*, 527 U.S. at 607. The Court noted that a State can meet its ADA obligations if it has (1) "a comprehensive, effectively working plan for placing qualified persons with mental disabilities in less restrictive settings"; and (2) "a waiting list that moved at a reasonable pace not controlled by the State's endeavors to keep its institutions fully populated." *Id.* at 584. Research was conducted to attempt to find the State's present *Olmstead* plan. Additionally, an Access to Public Records Act request was sent to the Secretary of the Indiana Family and Social Services Administration to request the current *Olmstead* plan, all previous *Olmstead* plans, and all public records related to the development of those plans since 1999. Meetings were also held with other agencies to discuss the project and potential strategy. Work on this project is ongoing.

Protection and Advocacy of Individual Rights PAIR, Tom Crishon, Program Coordinator

Subminimum Wage and Sheltered Workshops: The eighth project was opened to investigate sheltered workshops and 14(c) wage and hour complaints and to advocate for fair wages for people with disabilities. See “MULTIPLE PROGRAM PROJECTS” section on Subminimum Wage and Sheltered Workshops.

204 Review allegations on behalf of ten students where the school is not providing appropriate educational services and take appropriate actions as necessary.

Fourteen service requests were opened this quarter and nine were closed. Fourteen service requests remain open. The closed service requests involved ensuring that IPAS clients were receiving FAPE.

Priority 3: Increase awareness and effective self-advocacy by providing education and training about disability rights and the exercise of these rights.

Objectives:

301 Provide education and training about disability rights and IPAS to individuals with disabilities, parents, guardians, advocates, and/or service program providers.

During the first quarter, there were six education/training events under this objective, reaching approximately 94 individuals. Additionally, a project remains open under this objective to conduct resident rights training – focusing on abuse/neglect and grievance procedures – at select Indiana nursing facilities.

302 Participate and take an active role on selected committees, groups or task forces that have systemic implications concerning policies and practices affecting the rights of individuals with disabilities.

IPAS now participates in six committees, groups or task forces under this objective. IPAS continues to participate in the ADA Indiana Steering Committee; the Back Home in Indiana Alliance Steering Committee; Indiana Task Force on Disability and Health; the Adult Guardianship Task Force; and the Elder Justice Convening. This quarter, IPAS has additionally begun to participate on the Fair Housing Center of Central Indiana Board of Directors.

ADA Indiana Steering Committee: IPAS was represented at two of two meetings during the quarter. The committee’s focus included the ongoing ADA Audio Conference series sponsored by ADA Indiana and the Disability and Business Technical Assistance Center (DBTAC); the Legal Issues Webinar Series; ADA Community grants that are available to entities wanting to promote accessibility in their communities; ongoing referrals; and technical assistance and information dissemination. New business included a discussion of the 2015 ADA audio conference series. The committee agreed to discuss plans for the 25th anniversary of the passage of the ADA (July 26, 2015) at upcoming meetings.

Back Home in Indiana Alliance Steering Committee: During the first quarter, IPAS was represented at the quarterly Back Home in Indiana Alliance Steering Committee meeting. Discussion included 2013-2014 accomplishments and ongoing projects. There was also a presentation by Akia Haynes, the Deputy Director and General Counsel of Indiana Civil Rights Commission, about that agency’s statewide housing testing program.

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Indiana Task Force on Disability and Health: See “MULTIPLE PROGRAM PROJECTS” section on Indiana Task Force on Disability and Health.

Indiana Adult Guardianship Task Force: See “MULTIPLE PROGRAM PROJECTS” section on Indiana Adult Guardianship Task Force.

Fair Housing Center of Central Indiana Board of Directors: IPAS was represented at two meetings this quarter.

Priority 4: Provide timely and accurate information about disability rights and technical assistance concerning the exercise of these rights.

Objectives

401 Respond to all requests for information and referral and technical assistance to individuals with disabilities, their families, and professionals about disability rights and provide information and technical assistance concerning the exercise of these rights.

General Problem area as coded in the IPAS Data base (DAD)	1st Quarter's Total	
Abuse	7	6%
Architectural Accessibility	2	2%
Education	19	16%
Employment	11	9%
Healthcare	6	5%
Housing	5	4%
Insurance	1	1%
Neglect	1	1%
*Not Selected	58	48%
Other	8	7%
Program Access	1	1%
Transportation	2	2%
Grand Total	121	

* Not Selected includes those Informational and Referral contacts not entered into the DAD database. Typically, support staff addresses these contacts, which include requests such as a specific provider's telephone number or for IPAS publications. These contacts lack sufficient information to allow entry of the General Problem into the DAD database.

PAIR Report End

Client Assistance Program CAP
Cathy Wingard, Program Coordinator

I. STATISTICS

Informational Inquiries	29
Cases Carried over from Previous Quarter	5
New Cases Opened	3
Total Clients Served	8
Total Number of Individuals Served	37
Cases Closed at End of Quarter	1
Cases on Hand at End of Quarter	7

II. REPRESENTATIVE CASE

The Client Assistance Program agreed to represent “Mona” who reported that Indiana Vocational Rehabilitation Services (VRS) failed to provide her with any assistance in finding a job. Mona explained that she had lost her job of ten years, so she decided to apply for VR services. She stated she had been to only one interview since she had been working with her job coach. She complained that VRS was trying to place her in jobs which she could not physically perform, such as healthcare or fast food positions. The Advocate assigned conducted fact finding and learned that Mona had been found eligible for VRS services due to her functional limitations, was assigned a job coach, had been recently assigned a new VR counselor, and did not have an employment plan that addressed all of Mona’s needs. The Advocate has met with the new counselor and the client and discussed the plan’s shortcomings. Currently, advocacy efforts are focused on representing Mona through the process of having her employment plan amended, as it is believed by all involved that she may require more intensive supports and involvement by VRS to enable her to negotiate her multiple disabilities and barriers to employment.

III. LEGAL

Judicial Review Petition: IPAS is representing a client in the judicial review of VRS’s denial of replacement hearing aids. The Administrative Law Judge determined that the client did not qualify for replacement hearing aids because the client did not have a substantially revised prescription, the client continues to have the same job duties, and is not being threatened with job loss. The client’s initial judicial review petition resulted in the case being remanded to VRS, and subsequently VRS and the agency again denied the client’s requested services. A second judicial review petition was filed and is now pending, and the record from the second administrative denial has been filed with the Court. After consultation with the client and another IPAS client that has a pending judicial review petition for denial of post-secondary educational assistance, IPAS initiated a collaborative effort with the American Civil Liberties Union (ACLU). IPAS and ACLU agreed that the best way to address the issue of the lack of promulgation of the VRS policy was to file a class action lawsuit to ask that the VRS policies be declared void under the Administrative Rules and Procedures Act (ARPA). The parties have agreed to a settlement agreement where our client gets specific relief and now has received hearing aids. VRS continues working on promulgating the rules, and IPAS employees participated in several policy revision workgroups during this process.

Judicial Review Petition: IPAS is representing a client in his appeal of the denial of educational financial assistance by VRS. VRS adopted a new process and calculation for determining the upper limit of financial assistance/need for post-secondary educational expenses in late 2011 without issuance of a new or amended policy or procedure. The primary argument is that the Policy and

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Procedure Manual (PPM) used by VRS meets the Indiana common law definition of a “rule,” is subject to the “Administrative Rules and Procedures Act” (ARPA) and its rule-promulgation provisions; that the PPM has not been promulgated; and therefore, under ARPA, the PPM is void. Based on the settlement reached in October 2013, through which IPAS’s client was reimbursed for his educational expenses as provided for in his Individual Plan for Employment, FSSA/VRS has now determined that it will promulgate its entire PPM as a whole, rather than in parts over an extended period of time. Towards that end, VRS convened work groups to review, amend, and compile the PPM to be promulgated. VRS has stated that it is approaching the end of the compilation process and is assembling the revised PPM to be proposed for adoption under ARPA. Ken Falk, Counsel for the class members, has stated that FSSA/VRS has targeted October 2014 to have the PPM ready for filing of notice to rule-make, which is the first step in the promulgation process. The case will remain open based on the fact that IPAS’s client’s case is one of the named causes in the class action. IPAS will close the case upon the resolution of the class action through promulgation of the PPM.

Administrative Hearing: IPAS agreed to represent a client on an issue involving denial of educational assistance (tuition and books) for the Fall 2013 semester. FSSA/VRS declined to settle the individual reimbursement issue and is not admitting in the class action that it is legally required to promulgate its PPM. The administrative hearing for this case is now indefinitely continued pending the resolution of the class action in which the promulgation of VRS’ PPM continues as an unresolved issue. IPAS cannot begin a separate litigation using the “Administrative Rules and Procedures” promulgation argument while the promulgation issue remains open and formally unresolved.

IV. PRIORITIES AND OBJECTIVES

Priority 1: Assure that eligible individuals receive appropriate Vocational Rehabilitation Services (VRS) and services through Centers for Independent Living (CIL)

Objectives:

101 Review complaints on behalf of individuals seeking employment services regarding VRS or CIL eligibility determination and take appropriate action as necessary.

There have been no reports made involving eligibility for VRS or CIL services.

Priority 2: Assure that Vocational Rehabilitation Services (VRS) and Centers for Independent Living (CIL) applicants and clients have the opportunity to make informed choices and fully participate throughout the VRS and independent living processes.

Objectives:

201 Review complaints regarding failure of VRS and CIL in providing choice to individuals seeking services under these programs and take appropriate actions as necessary.

At the beginning of this quarter, there were five complaints involving VRS services, carried over from the previous quarter, still being reviewed by advocates. Three additional cases were opened this quarter, and one of those was closed as the client failed to sign and return the necessary paperwork to

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allow IPAS to provide advocacy services. IPAS provided one individual with information on his rights during the VR mediation and hearing process.

202 Review the quality and completeness of Individual Plan for Employment (IPE) documents developed by VRS as they relate to the individual's identified vocational services and supports as well as choice(s) and take appropriate actions as necessary.

Advocates reviewed two IPEs to ensure they reflected individual choice in terms of employment outcome, services to be provided, and service providers. Each plan reviewed was found to reflect the clients' informed choice of employment services.

203 Review the quality and completeness of Plan of Services documents developed by the Centers on Independent Living (CIL) as they relate to the individual's identified services and supports as well as choice(s) and take appropriate actions as necessary.

There were no CIL plans of service reviewed this quarter.

Priority 3: Assure that VRS continues to provide services as mandated per the Federal Rehabilitation Act of 1973, as amended.

Objectives:

302 Participate on selected committees, groups or task forces that have systemic implications concerning policies and practices to assure compliance with the Rehabilitation Act of 1973, as amended.

The Indiana Commission on Rehabilitation Services (VRS Commission) met in November of the first quarter. The IPAS CAP Program Coordinator chairs the Policy and Oversight/Planning and Evaluation Committee (POPE committee). This Committee met prior to the start of the regular meeting and reviewed recent appeal hearing decisions. The issues that were addressed at the hearing included the provision of financial assistance for post secondary education, the provision of vehicle modification, and assistive technology. The POPE committee's comments included a general support of the Finding of Facts in each written hearing decision, but the committee recommended that VRS reevaluate policy on the provision of assistive technology, as much has changed in this area since policy was revised in 2006. The Committee supported VR's attempt to resolve an appeal via the mediation process prior to a formal hearing process and also recognized improvements to the format and information of the administrative law judges' written decisions. During the regular Commission meeting, other policy issues were discussed including VRS rate changes to the current Results Based Funding (RBF) model for supported employment services, which is currently a two tiered service/payment system. In July 2015, VRS intends to replace the tier system with a more consumer-centered approach to employment services. This new model will be presented to the Commission for comment. The Commission also discussed the impact of the newly authorized Workforce Innovation and Opportunity Act (WIOA) and its potential impact on specific VRS policies and procedures.

The Indiana Council on Independent Living (ICOIL) met in December, while the October and November meetings were cancelled by the Chairperson. The ICOIL elected new officers for the coming year and discussed how WIOA will impact the Independent Living Centers services. The Council indicated it will need to review and possibly revise the by-laws to reflect changes mandated by WIOA. The Council continues to experience problems with membership and governmental

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appointments to meet quorum requirements. The Bureau of Rehabilitation Services has not yet filled the vacant ICOIL administrator's position.

303 Provide education and training about employment, disability rights, self-advocacy skills and IPAS to individuals with disabilities, parents, guardians, families, advocates, and/or service program providers.

During the first quarter there was one training event under this priority, reaching 150 individuals. The Education and Training Director was one of the panelists in "Ask the Expert Panel" at the IN*Source 2014 Volunteer Networking Conference. The panelists spoke about special education rules and transition services. IPAS advocates also attended two outreach events at two transition fair events in Lafayette and Columbus during this quarter. More than 400 transition-age students were provided with information about IPAS services.

Priority 4: Provide timely and accurate information about disability rights and technical assistance concerning the exercise of these rights.

Objectives:

401 Respond to requests for information and referral and technical assistance to individuals with disabilities, their families, and professionals regarding VRS or CIL.

General Problem area as coded in the IPAS Data base (DAD)	1st Quarter's Total	
*Not Selected	18	62%
Rehabilitation Services	10	34%
Related to independent living	1	3%
Grand Total	29	

*The "Not Selected" category includes those Informational and Referral contacts not entered into the DAD database. Typically, support staff addresses these contacts, which include requests such as a specific provider's telephone number or for IPAS

402 Develop and disseminate transition materials to all transition aged students, aged 14 years through 22 years, in three Indiana school districts.

See "MULTIPLE PROGRAM PROJECTS" section on Transition Materials.

CAP Report End

**Protection and Advocacy for Assistive Technology
PAAT, Keith Butler, Program Coordinator**

I. STATISTIC

Informational Inquiries	3
Cases Carried over from Previous Quarter	1
New Cases Opened	4
Total Clients Served	5
Total Number of Individuals Served	8
Cases Closed at End of Quarter	2
Cases on Hand at End of Quarter	3

II. REPRESENTATIVE CASE

“Jordan” contacted IPAS for assistance because the Indiana Department of Correction (IDOC) had not provided him with a new machine to address his sleep apnea. IPAS’s fact-finding resulted in the determination that Jordan had been admitted to the correctional facility’s infirmary for observation and testing. IPAS determined that IDOC appropriately addressed Jordan’s concerns about his treatment and his medical needs. IPAS provided the client with information on how to file complaints about IDOC medical services.

III. LEGAL

There were no legal activities this quarter.

IV. PRIORITIES AND OBJECTIVES

Priority 1: Increase independence and participation in communities by assuring access to assistive technology services and devices.

Objectives:

101 Assist individuals with disabilities in obtaining assistive technology services and devices in the areas of education, health care, employment, community living and in the use of telecommunications and take appropriate actions as necessary.

IPAS represented five individuals under this objective this quarter. Two cases closed during the quarter. In addition to the representative case described above, IPAS provided a client with information about his rights to file complaints with IDOC, the IDOC Ombudsman and the U.S. Department of Justice.

See “MULTIPLE PROGRAM PROJECTS” section on municipal swimming pools.

102 Provide education and training about assistive technology, disability rights, self-advocacy skills and IPAS to individuals with disabilities, parents, guardians, families, advocates, and/or service program providers.

During the first quarter, there was one education/training event under this objective, reaching approximately 150 individuals.

103 Participate in one assistive technology conference.

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PAAT, Keith Butler, Program Coordinator**

In the third quarter, IPAS attended the Indiana Assistive Technology Project's (INDATA) Assistive Technology 101 course which was an all day conference regarding AT. This conference met the objective for the year.

Priority 2: Provide timely and accurate information about disability rights and technical assistance concerning the exercise of these rights.

Objectives:

201 Respond to requests for information and referral and technical assistance to individuals with disabilities, their families, and professionals about assistive technology.

IPAS responded to three requests for information and referral this quarter.

PAAT Report End

Protection and Advocacy for Traumatic Brain Injury PATBI, Cathy Wingard Program Coordinator

I. STATISTICS

Informational Inquiries	9
Cases Carried over from Previous Quarter	3
New Cases Opened	2
Total Clients Served	5
Total Number of Individuals Served	14
Cases Closed at End of Quarter	3
Cases on Hand at End of Quarter	2

II. REPRESENTATIVE CASE

“Ben” contacted IPAS and reported that he was being forced to live in a nursing home.

Ben is a person with a TBI. He contacted IPAS because he believed that Adult Protective Services (APS) had placed him in a nursing home against his will. Before this, Ben had lived alone and, because of his disability, was at risk of falling frequently. APS determined that it was unsafe for him to continue living alone. IPAS determined through fact-finding that Ben had recently had surgery and had been temporarily placed in a nursing home in order to receive habilitation services. However, APS had not initiated any legal action to have him permanently placed in a nursing home. Due to other personal circumstances, Ben could not return to his home after receiving medical services at the nursing home. APS informed Ben that he could not leave the nursing home without anywhere to go. IPAS consulted with the nursing home social services staff about Ben’s relocation options. Working with the assigned IPAS attorney, the advocate determined that because Ben had not been placed at the nursing home by court order that he was free to leave at any time. This was explained to Ben who then exercised his right to freedom of movement, left the nursing home and moved to another state with a family member.

III. LEGAL

There were no legal activities this quarter.

IV. PRIORITIES AND OBJECTIVES

Priority 1: To reduce or eliminate abuse and neglect of individuals with traumatic brain injury.

Objectives:

101 Review five allegations of abuse and neglect on behalf of individuals with traumatic brain injuries to ensure that the allegation is reported to the responsible entities and take appropriate actions as necessary.

There were no reports of individuals with traumatic brain injury being abused or neglected during the first quarter.

Priority 2: Assure access to services for individuals that have traumatic brain injury.

Protection and Advocacy for Traumatic Brain Injury PATBI, Cathy Wingard Program Coordinator

Objectives:

201 Review allegations of discrimination on behalf of three individuals with traumatic brain injury who have been denied services under the ADA Title II or III, or Fair Housing Act and take appropriate actions as necessary.

During the first quarter, two cases were opened under this objective, three were carried over from the previous quarter, and three were closed. The representative case above details a situation where IPAS was able to effect change for an individual who was being denied his right to move freely in his environment.

203 Review complaints on behalf of five individuals with traumatic brain injury seeking employment services from Indiana Vocational Rehabilitation Services or other employment networks and take appropriate actions as necessary.

There were no complaints received about employment services during the first quarter.

204 Review allegations on behalf of three students where the school is not providing appropriate educational services and take appropriate actions as necessary.

There were no reports received alleging that students with TBI were being denied appropriate education services.

Priority 3: Increase awareness about IPAS' services and disability rights for individuals with traumatic brain injuries, their families and service providers.

Objectives:

301 Provide education and training about disability rights and IPAS to individuals with Traumatic Brain Injury, parents, guardians, advocates, and/or service program providers.

Advocates provided information about IPAS services and disability rights to two TBI support groups and at an expert panel discussion at a special education conference. More than 170 individuals attended these events.

302 Assist the Brain Injury Association of Indiana (BIAI) in planning and sponsoring of the Annual BIAI Conference.

The annual conference was held in the last quarter. During this quarter, IPAS intends to meet with the BIAI Executive Director to begin plans for this year's collaborations which will include outreach and human rights presentations to the 17 TBI support groups.

303 Participate on selected committees, groups or task forces that have systemic implications concerning policies and practices affecting the disability rights issues of individuals with traumatic brain injuries.

IPAS continues to attend and take an active role on the TBI Leadership Board. The Board is currently overseeing a project that will assist individuals with traumatic brain injury who are attempting to

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PATBI, Cathy Wingard Program Coordinator**

return to their communities and work after being incarcerated. The contractors have developed an assessment tool that they will begin using in two county jails. This will be phase one of the project. In the second year of the grant, after obtaining baseline information in phase one, the select former inmates will be provided with resource facilitation services. In year three and four, the researchers will review if the services and interventions reduced the return to incarceration and improve the return to work for individuals with traumatic brain injury.

IPAS continues to monitor the progress of the Indiana State Department of Health as they move closer to rule promulgation on facility- based services for Hoosiers who have sustained a traumatic brain injury.

Priority 4: Provide timely and accurate information about disability rights and technical assistance concerning the exercise of these rights.

Objectives:

401 Respond to requests for information and referral and technical assistance to individuals with traumatic brain injury, their families, and professionals about disability rights and provide information and technical assistance concerning the exercise of these rights.

General Problem area as coded in the IPAS Data base (DAD)	1st Quarter's Total	
Education	1	11%
Healthcare	1	11%
*Not Selected	4	44%
Other	3	33%
Grand Total	9	

*The "Not Selected" category includes those Informational and Referral contacts not entered into the DAD database. Typically, support staff addresses these contacts, which include requests such as a specific provider's telephone number or for IPAS publications. These contacts lack sufficient information to allow entry of the General Problem into the DAD database.

PATBI Report End

**Protection and Advocacy for Voting Access
PAVA, Keith Butler, Program Coordinator**

I. STATISTICS

Informational Inquiries	2
Cases Carried over from Previous Quarter	0
New Cases Opened	1
Total Clients Served	1
Total Number of Individuals Served	3
Cases Closed at End of Quarter	0
Cases on Hand at End of Quarter	1

II. REPRESENTATIVE CASE

“Mark” claims that poll staff refused to allow his mother into the voting booth to assist him in reading the ballot and casting his vote. A poll worker told Mark and his mother that she could not assist him with the voting process. Refusing to allow a voter to bring someone into the voting booth to assist them is a violation of the Voting Rights Act. Mark further alleged that the voting machines were not accessible based on his inability to read the ballot without the assistance of his mother, and his subsequent inability to use the machine. Mark was denied the right to vote privately and independently. IPAS assisted him in filing a HAVA complaint with the Clerk in his county of residence. The county Clerk has confirmed receipt of the complaint and stated that they will respond. Based on the response of the Clerk, IPAS will determine whether further advocacy is required or if the county has satisfactorily addressed the issue.

III. LEGAL

There were no legal activities this quarter.

IV. PRIORITIES AND OBJECTIVES

Priority 1: To ensure full participation in the electoral process for Individuals with disabilities.

Objectives:

101 Develop and distribute information concerning voter registration, access to polling places and the right to cast a vote, including information regarding the state’s grievance procedure and the role of IPAS in representing individuals.

This project completed prior to the start of this quarter for the last election cycle. There is no activity to report.

Priority 2: To provide education, training and assistance to individuals with disabilities that will promote their participation in the electoral process.

Objectives:

201 Respond to education, training and assistance requests to individuals with disabilities that

**Protection and Advocacy for Voting Access
PAVA, Keith Butler, Program Coordinator**

will promote their participation in the electoral process.

There were ten education/training events under this project reaching 238 individuals during the quarter.

Priority 3: Participate in advocacy and education efforts revolving around HAVA implementation efforts in their State or Territory.

Objectives:

301 Respond to request for information or training material regarding Help America Vote Act.

During the 1st quarter, 1,349 pieces of IPAS created, HAVA informational materials were distributed by IPAS employees.

396 Voting Guides
376 PAVA Brochures
327 Voting Information Bookmarks
250 Voting Information Postcards

Priority 4: Training and education of election officials, and poll workers, about best practices in working with individuals with disabilities.

Objectives:

401 Respond to request by election officials, poll workers, and election volunteers regarding the rights of voters with disabilities and best practices in working with individuals with disabilities.

There was no activity to report under this objective during the first quarter.

Priority 5: To assist individuals with disabilities in filing complaints required by HAVA and represent individuals with disabilities in any hearing that may be held regarding the complaint.

Objectives:

501 Respond to requests for information and referral and technical assistance to individuals with disabilities, their families, and professionals about the Help America Vote Act.

IPAS responded to two requests for information and referral this quarter.

502 Assist or represent individuals with disabilities in the grievance procedure set forth in the Indiana HAVA plan.

IPAS opened one voting access case this quarter which is described in detail as the "REPRESENTATIVE CASE" on the first page of the PAVA report.

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Priority 6: To provide assistance to State and other governmental entities regarding the physical accessibility of polling places.

Objectives:

601 Respond to requests from governmental entities regarding the physical accessibility of polling places.

There was no activity to report under this objective during the first quarter.

Priority 7: To obtain training and technical assistance on voting issues, including education regarding accessible voting equipment and systems.

Objectives:

701 As needed provide in-service training to IPAS staff regarding voting issues, including education regarding accessible voting equipment and systems.

IPAS continues to develop voting-related materials which are made available to IPAS staff to assist them in the performance of their outreach and other activities under this program.

PAVA Report End

Protection and Advocacy for Beneficiaries of Social Security PABSS, Program Cathy Wingard, Coordinator

I. STATISTICS

Informational Inquiries	15
Cases Carried over from Previous Quarter	8
New Cases Opened	4
Total Clients Served	12
Total Number of Individuals Served	27
Cases Closed at End of Quarter	7
Cases on Hand at End of Quarter	5

II. REPRESENTATIVE CASE

“Robert” contacted IPAS to request assistance because he believed Vocational Rehabilitation Services (VR) was delaying his services. VR had been helping Robert find a job as a jewelry maker and had financed some training in order to obtain work in this field. He had been working with a job placement provider, but he soon realized that he was in need of more specialized training. He approached VR about this additional training, but his VR Counselor was not responsive to his request. IPAS fact-finding and research revealed that VR had violated Robert’s rights by refusing to implement all agreed-upon services in his employment plan. IPAS agreed to represent Robert and to advocate that his plan be implemented. IPAS successfully negotiated for resolution and assisted Robert to access supports he needed to move out of state for the training he needed. Due to IPAS involvement, the client is now in training which will lead to his ability to achieve his employment goal.

III. LEGAL

There were no legal activities this quarter.

IV. PRIORITIES AND OBJECTIVES

Priority 1: Provide assistance to Social Security beneficiaries to secure or restore employment and support services from employment networks.

Objectives:

101 Review complaints of improper or inadequate services provided to a beneficiary with a disability by an employment network, including Indiana Vocational Rehabilitation Services, a service provider, employer or other entity involved in the beneficiary’s return to work effort and take appropriate actions as necessary.

There were eight service requests carried over from the fourth quarter, four additional cases opened this quarter and seven cases closed this quarter. As described in more detail in the representative case above, IPAS assisted a client in securing employment services necessary to become a jewelry maker.

Priority 2: Provide information and referral to Social Security beneficiaries about work incentives and employment.

Protection and Advocacy for Beneficiaries of Social Security PABSS, Program Cathy Wingard, Coordinator

Objectives:

201 Respond to requests for information and referral and technical assistance to Social Security beneficiaries about work incentives and employment, including information on the types of services and assistance that may be available to assist them in securing or regaining gainful employment.

General Problem area as coded in the IPAS Data base (DAD)	1st Quarter's Total	
Benefits Planning	1	7%
*Not Selected	6	40%
Other	1	7%
Rehabilitation Services	7	47%
Grand Total	15	

*The “Not Selected” category includes those Informational and Referral contacts not entered into the DAD database. Typically, support staff addresses these contacts, which include requests such as a specific provider’s telephone number or for IPAS publications. These contacts lack sufficient information to allow entry of the General Problem into the DAD database.

202 Develop and disseminate transition materials to all transition aged students, aged 14 years through 22 years, in three Indiana school districts.

See “MULTIPLE PROGRAM PROJECTS” section on Transition Materials.

203 Conduct other outreach activities to increase awareness of the PABSS program.

IPAS advocates attended two outreach events at two transition fair events in Lafayette and Columbus during this quarter. More than 400 transition-age students were provided with information about IPAS and PABSS services.

Priority 3: Representative Payee Monitoring

Objectives:

301 Conduct financial review and interviews of Social Security Disability Insurance (SSDI) and/or Supplemental Security Income (SSI) beneficiaries whose benefits are being managed by a Representative Payee for the purpose of ensuring that their living conditions are safe (when the Representative Payee is also providing housing) and that their basic living needs are being met.

The Social Security Administration (SSA) has contracted with NDRN and IPAS to conduct an additional eight representative (rep) payee surveys in 2015. The objective in this project is to assure that individual’s SSA benefits are being appropriately managed by the rep payee. Four surveys were completed and reports were submitted and approved by NDRN this quarter. SSA announced that they will allow each protection and advocacy agency the opportunity to choose several in-state rep payees for review. Training on this process will be conducted by NDRN in January.

First Quarter October 1- December 31, 2014

**Protection and Advocacy for Beneficiaries of Social
Security PABSS, Program Cathy Wingard, Coordinator**

302 Review allegations made by SSA beneficiaries that their Representative Payee does not allow them to work in their community and take appropriate action as necessary.

There were no allegations made this quarter involving a beneficiary being denied access to community employment.

303 Assure that SSA beneficiaries are afforded their right to work in the least restrictive environment in their community and take appropriate actions as necessary.

There were no reports of rights violations in this objective during this quarter.

PABSS end

Multiple Program Projects

Administrative Rule Comment: (PADD/PAIMI/PAIR/PATBI) IPAS provided public comments on Indiana's proposed transition plan to comply with the new Home and Community Based Services (HCBS) rules. The comments are required to be meaningfully addressed by the state.

Indiana Adult Guardianship State Taskforce: (PADD/PAIMI/PAIR) IPAS attended the Indiana Adult Guardianship State Task Force quarterly meeting. Attendees were provided with updates regarding the pilot pro bono/volunteer guardianship program as well as the legislation relating to a guardianship registry. Also discussed were action items for the upcoming year with the following recommendations: (1) Establishing a state supported and funded Office of Adult Guardianship as a department of the Indiana Supreme Court, Division of State Court Administration; (2) establishing a state supported and funded system of community-based volunteer guardian services; (3) mandatory guardian education, certification and registry for all attorney/professional/ non-family member guardians; (4) creation of an adult guardianship registry to collect data and issue reports on all adult guardianship cases and guardians; (5) undertaking a review of the Indiana Probate Code regarding guardianship; and (6) establishing a referral resource center to assist families for substitute decision-making. IPAS contributed to these discussions and urged action toward incorporating certain aspects of supported decision-making as well.

Indiana Task Force on Disability and Health: (PADD/PAIMI/PAIR) The Task Force on Disability and Health met twice during this quarter. During said meetings, there was discussion and information dispersed regarding cardiovascular diseases and obesity and final priority recommendations were established regarding chronic diseases. There was discussion regarding what to address during the committee's second year of existence; consensus was to hold "Community Conversations" across the state with an ending statewide "Summit." There was also discussion regarding overarching themes or goals to document the results of the Task Force's work.

A session regarding the Task Force was presented at the Indiana Governor's Council for People with Disabilities conference. During said session, the task force's findings relating to health disparities of individuals with disabilities in Indiana were revealed and a handout provided that addressed the work of the task force in the area of health and wellness for people with disabilities.

The contract between the Institute on Disability and Community and Indiana State Department of Health was extended for another year in hopes that the Task Force members will continue to work on this topic during 2015.

Logansport State Hospital (LSH) Human Rights Committee Meeting: (PADD/PAIMI) IPAS did not attend any of the three Human Rights Committee meetings held at Logansport State Hospital during this quarter. Reason being, the assigned IPAS advocate has taken an approved leave of absence from employment.

Mental Health America of Greater Indianapolis Adult Guardianship Committee (MHAGI): (PADD/PAIMI) IPAS attended the one Adult Guardianship Services Committee at Mental Health America of Greater Indianapolis meeting held during this quarter. The program is currently providing guardianship services to 35 wards in various settings such as state operated facilities, waiver homes, nursing homes and the community. Mental Health America is working with the Adult Guardianship Coalition so that volunteer guardians may assist with not only their guardianship services, but also

Multiple Program Projects

with other guardianship programs in the area. With the incorporation of volunteer guardians, Mental Health America will be able to add additional wards.

Municipal Swimming Pool Surveys: (PAAT/PAIR) IPAS advocates surveyed pools in several cities throughout Indiana. The surveys were completed in July. IPAS legal is currently reviewing results of those surveys and will make determinations regarding whether each city's swimming pools are accessible pursuant to Title II of the Americans with Disabilities Act. If IPAS determines that a city's pools are inaccessible, IPAS will begin discussions with that city regarding making the pools accessible and leaving open the possibility for litigation, if necessary. IPAS will follow up with those pools identified as having deficiencies when the pools open again for the summer.

Sheltered Workshops Monitoring Activities: (PADD/PABSS) IPAS has undertaken the task of assuring that employees working in the state's sheltered workshops (facility-based work centers) have access to assistive technology (AT) and reasonable accommodations (RA); that they are provided a safe environment to work in; that they have choice in the work that they perform; and that they have opportunity to move in to community-based employment. Secondary areas of focus are: facility policies on clients' rights and facility grievance policies regarding pay.

IPAS concluded its initial round of monitoring and will continue this monitoring effort in conjunction with the Subminimum Wage project described below.

Subminimum Wage Project (PADD/PAIR/PATBI) A project was started looking at the practice of paying subminimum wages to people in sheltered workshops. The sheltered workshop/sub-minimum wage project was started based on a national initiative from NDRN focusing on the issue of employment for people with disabilities. The Legal Director and several IPAS staff have attended online trainings about this project. IPAS received responses to its Freedom of Information Act request to the federal Department of Labor. Those documents are currently being reviewed. A survey was also sent out to remaining sheltered workshop providers to determine whether assistive technology was being provided and whether sub-minimum wages were being used, among other things. In person visits to several identified sheltered workshops will continue in 2015.

Transition Materials: (CAP/PABSS) This project's objective has been to provide a minimum of three school corporations/special education cooperatives with a transition planning guide, developed by IPAS and Indiana Public Schools, for parents who have children that are leaving the secondary education setting and entering the adult world. The handbook was revised during the last quarter and now includes information about charter schools and the Individuals with Disabilities Education Act (IDEA). Because a portion of the guide printing cost was charged to the Protection and Advocacy for Beneficiaries of Social Security (PABSS) program, IPAS is required to have the Social Security Administration (SSA) review the guide. During this quarter, SSA offered edits and approved the revised guide for distribution. Over twenty schools received over 1000 transition guides this quarter. Easter Seals Crossroads also contacted with IPAS and requested several hundred copies of the guide for distribution at their transition-related events.

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TASC/NDRN
Commonly Used Acronyms

ACF -	Administration for Children and Families
AC -	Advisory Council
ADA-	Americans with Disabilities Act
ADD -	Administration on Development Disabilities
ATC -	Assistive Technology Center
ATTAC -	Advocacy Training and Technical Assistance Center
CMHS -	Center for Mental Health Services
CAP -	Client Assistance Program
CCD -	Consortium of Citizens with Disabilities
CMS -	Center for Medicare and Medicaid Services (formerly HCFA)
DAD -	Disability Advocacy Database
DDARS	Division of Aging and Rehabilitation Services
DD -	Developmental Disabilities
DD Act -	Developmental Disabilities Assistance and Bill of Rights Act
DDC -	Developmental Disabilities Council
DSA -	Designated State Agency
EEOC	Equal Employment Opportunity Commission
HAVA-	Help America Vote Act
HCFA -	Health Care Financing Administration
HRSA -	Health Resources and Services Administration
IDEA -	Individual with Disabilities Education Act
ILCs -	Independent Living Centers
LD -	Learning Disability
MI -	Mental Illness
MR -	Mental Retardation
MTARS -	Monitoring and Technical Assistance Review System
NAPAS -	National Association of Protection & Advocacy Systems (Now NDRN)
NDRN-	National Disabilities Rights Network
NIDRR -	National Institute on Disability Rehabilitation Research
OMB -	Office of Management & Budget
OSERS -	Office of Special Education Rehabilitation Services
P&A -	Protection & Advocacy System
PAAT -	Protection & Advocacy for Obtaining Assistive Technology
PABSS -	Protection & Advocacy for Beneficiaries of Social Security
PADD -	Protection & Advocacy for Persons with Developmental Disabilities
PAIMI -	Protection & Advocacy for Individuals with Mental Illness
PAIR -	Protection & Advocacy for Individual Rights
PATBI -	Protection & Advocacy for Persons with Traumatic Brain Injury
PPR -	Program Performance Report
PR -	Public Relations
SAMHSA-	Substance Abuse and Mental Health Services Administration
SOP -	Statement of Objectives & Priorities
SSA -	Social Security Administration
RSA -	Rehabilitation Services Administration
Rehab Act -	Rehabilitation Act
TASC -	Training and Advocacy Support Center
TASR -	Technical Assistance Site Review (CMHS)
TBI -	Traumatic Brain Injury
Tech Act -	Technology-Related Assistance for Individuals with Disabilities Act
UAP -	University Affiliated Program
UCDD -	University Centers for Excellence in Development Disabilities Education, Research and Service

The Following are more Acronyms commonly used at IPAS:

ACLU	American Civil Liberties Union
APS	Adult Protective Services
ARC	State and local organizations for developmental disability advocacy
ARTICLE 7	Special Education Regulations (INDIANA)
DCS	Department of Child Services
DDRS	Division of Disability and Rehabilitative Services
DMHA	Division of Mental Health and Addictions
DOC	Indiana Department of Corrections
DOE	Department of Education
EEOC	Equal Employment Opportunity Commission
IDEA	Individuals with Disabilities Education Act (Federal)
ICF	Intermediate Care Facility
ICLU	Indiana Civil Liberties Union
IPE	Individual plan for employment
Institute,	The Indiana Institute on Disability and Community
IPIN	Indiana Parent Information Network based in Indianapolis
IN*SOURE	Indiana's Parent Training Information Project based in South Bend
IPE	Individual Plan for Employment a VR term
OCR	Office of Civil Rights
QRMP	Qualified Mental Retardation Person
QRMP-D	Qualified Mental Retardation Person-Designee (Unique to Indiana, RULE 7)
RULE 7	Part of Nursing Home Regulations (Indian) concerning the facility's requirements for programming for MR residents used in QMRP-D Training
USDOE	United States Department of Education
VR / Voc Rehab	Vocational Rehabilitation Services
504	Section 504 of the Rehabilitation Act of 1973-504

State Hospitals (SOFs):

LCH	Larue Carter Hospital
LSH	Logansport State Hospital
EPCC	Evansville Psychiatric Children's Center
ESH	Evansville State Hospital
MSH	Madison State Hospital
RSH	Richmond State Hospital